

REQUEST FOR PROPOSALS

Evaluation and recommendations regarding emergency communications systems, facilities and governance for Lincoln County Communications Agency; county-wide review of 9-1-1 communications systems and service options

Lincoln County Communications Agency (LinCom) in Newport, Oregon is one of three 9-1-1 Public Safety Answering Points (PSAPs) in Lincoln County, serving a permanent county population of approximately 45,000. Dispatch services are provided to three law enforcement agencies, three ambulance companies, six fire districts and after hours service to a variety of other public safety entities. A second Public Safety Answering Point located in Lincoln City, Oregon serves the municipal population of approximately 6,000 and provides dispatch services for Lincoln City Police Department, North Lincoln Fire and Rescue and other after hours entities. The third Public Safety Answering Point is located in Toledo, Oregon and serves the municipal population of approximately 3,300 and provides dispatch services for the Toledo Police Department, Toledo Fire Department and other after hours entities, as well as dispatch for the police contract for Siletz.

In response to a request from its Users Group, LinCom desires to look at options for service provision in the future for all three PSAPs which could include: (1) consolidation under ORS Chapter 190; ORS Chapter 457 as a countywide service district; ORS Chapter 267 as a standalone emergency services district; or some combination of these options; (2) interim measures that will allow the PSAPs to provide backup coverage on both a regular or emergency basis, or to share personnel, equipment or services in order to reduce operating costs for all agencies while providing full, safe and continuous coverage for the entire county; (3) facilities, equipment, and personnel assets and issues that will need to be considered in order to accomplish (1), (2), and (3) above; (4) external communications infrastructure needs and limitations which will impact analysis of the available options and (5) internal structure and operations for LinCom.

LinCom is seeking assistance from qualified firms to conduct an analysis of current operations and future needs for the delivery of public safety communications services to the citizens of Lincoln County. Interested firms are requested to provide a proposal that contains a cover letter, defined work plan based on the scope of work, list of associates assigned to the project with detailed resumes, proposed work schedule, three references of similar type projects and cost proposal. All proposing firms must be able to demonstrate at least five (5) years of consulting services and have associates that have actually successfully managed in the field of services to be studied. Ability to complete project within 120 days of issuance of notice to proceed, or as otherwise negotiated with the successful proposer.

Proposals shall be accepted electronically and in hard copy. Hard copy proposals must be two sided, and 10 copies shall be provided.

The following Scope of Work shall define the contents of the Work Plan.

Scope of Work:
In accordance with the desires of LinCom articulated above, the proposal shall address the following:

General Concerns

1. Conduct an analysis of the existing level of services provided by LinCom. That includes recommendations on an appropriate organizational and operational structure necessary to provide services in accordance and compliance with industry-wide benchmarks, nationally recognized standards and in compliance with federal, state, local and industry recognized codes and regulations.

2. Review information already developed by Lincoln City and LinCom to include "An Examination of Emergency Communications and 9-1-1 Centers of Lincoln County" as provided by Public Safety Liability Management Inc., 2006, and the most recent study performed at the request of Lincoln City Police Department, and together with other information deemed necessary, study county-wide operations as a whole and make recommendations as to the feasibility of consolidation, resource sharing or other options for the delivery of emergency services in Lincoln County. The countywide service review and feasibility of consolidation of Public Safety Answering Points, shall include cost analysis, estimated fiscal impact and funding recommendations for Lincoln County Communications Agency, Lincoln City Police Department and Toledo Police Department. Options could include but are not limited to single combined communications center; primary public safety answering point with secondary public safety answering point(s), multiple public safety answering points, and/or shared resources and personnel.

Specific Areas of Concerns
The proposal shall define how the firm plans to evaluate and provide recommendations on the five identified areas of crucial concern and any other areas that are discovered requiring improvement. Noted below are specific areas correlated to the five identified areas of concern.

Concern 1: Consolidation

- Countywide service review and feasibility of consolidation of Public Safety Answering Points, to include cost analysis and fiscal impact for LinCom, Lincoln City Police Department and Toledo Police Department
- Organizational Structure and recommended changes for efficiencies & cost savings for combined organization
- Personnel: Staffing levels, hiring and promotions for combined organization
- Technology, to include specifically CAD and adequacy of current system or recommended changes to include interoperability with other Public Safety Answering Points and disciplines
- Necessary facilities and equipment for combined organization
- Sustainable funding options for combined organization

Concern 2: Interim Measures

- Shared personnel, equipment and services.
- Communications Procedures
- Funding options (contracting, back-up services, shared personnel, equipment and services.)

Concern 3: Facilities, equipment and assets

- Consolidated Organization
- LinCom Stand Alone

Concern 4: External Communications Infrastructure

Concern 5: Internal LinCom Structure and Operations

- Organizational Structure Personnel, Staffing Levels, Hiring and Promotions
- Technology to include specifically CAD, records and interoperability.
- Evaluate and recommend the usefulness of an automated system or options for non-emergency phone calls

Proposal Requirements:

1. All proposals shall remain firm for sixty (60) days following the closing date for receipt of proposals.

2. There is no expressed or implied obligation for Lincoln County Communications Agency to reimburse responding firms for any expenses incurred in preparing proposals in response to this request.

3. LinCom reserves the right to accept or reject any or all proposals received as a result of this request for proposals, to modify the requirements by written addendum, to negotiate a final agreement with modifications with the selected provider, or to cancel, in part or in its entirety, this request if LinCom determines it is in its best interests to do so.

4. During the review and evaluation process, LinCom reserves the right to require any clarification or additional information on submission from any or all proposers in order to understand any or all proposer's approach to the project and their view of the scope of work.

5. LinCom reserves the right to issue addenda on the requirements for the specifications.

6. LinCom reserves the right to award the contract to the firm, who presents the proposal which in the sole judgment of the LinCom best accomplishes the desired results, and shall include, but not be limited to a consideration of the professional service fee.

7. LinCom will enter into an agreement with the selected proposer(s)in a format acceptable to LinCom

8. If LinCom and the selected Proposer are unable to reach an agreement on a Contract within a reasonable time, LinCom will formally terminate negotiations. The termination may be oral or in writing. Accordingly, LinCom may negotiate with another Proposer(s) until negotiations result in a Contract. If negotiations with any of the top three Proposers do not result in a Contract within a reasonable amount of time, LinCom may end the selection process and proceed with a new selection process

9. Selection will be made on the basis of the proposals as submitted, unless clarifications or supplemental information is provided in accordance with this request for proposals.

10. The proposer also agrees that should this Consultant be awarded a Contract that the Consultant will not discriminate against any person who performs work because of age, race, color, sex, creed, national origin, disability or other protected status.

11. All hard copy proposals, consisting of ten (10) copies must be received by mail, recognized carrier, or hand delivered no later than 5:00 p.m. on January 5, 2011.

12. Firm must provide proof of one million dollars of general liability and one million dollars of errors and omissions insurance.

13. All proposals must be submitted to: Tami Atkinson, Interim Director
Lincoln County Communications Agency
815 SW Lee St.
Newport, OR 97365
tatkinson@lincom911.org

14. Any questions about this RFP should be submitted to:
Kathleen Bavaro, Office Manager
Lincoln County Communications Agency
815 SW Lee St.
Newport, OR 97365
kbavaro@lincom911.org
541-265-4961

Selection Criteria:
LinCom will evaluate the proposals based on, but not limited to, the following criteria:

1. Understanding of the Scope of Work to be Performed
    - Demonstrated understanding of the project objectives
    - Consultant's approach to accomplishing the Scope of Work
    - Timetable and costs for completing the project

2. Consultant's Methods and Procedures to be Used
    - Consultant's general approach to evaluating the issues
    - Complete description of the procedures and analytical methods to be utilized

3. Management, Personnel and Experience
    - Qualifications of each participant and overall "skill mix" of the Consultant
    - Experience and performance on projects of a similar nature
    - Information obtained by contacting references listed by the Consultant
    - Demonstrated experience working with local government and jurisdictions and Districts

4. Cost Estimates
    - Use of personnel appropriate to the tasks included in the proposal
    - Expected quality of the product and the cost of the product
    - Reasonableness of the cost of the work product

Timeline:
1. Publish Date: November 18, 2010.
2. Deadline for submission of proposals: 5:00 p.m. on January 5, 2011.